

Guide to Health Care Services

in London & Middlesex County



Everyone in London and Middlesex County needs healthcare. This guide lists some basic health care service options and information about when and how to use them.

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The services listed here may change. This resource is current as of Spring 2022.

With the exception of emergency services, including emergency phone supports, interpretation usually needs to be arranged in advance.

Glossary

When you see these pictures in this guide, it means:



Services available on a website.



Services available using a phone.



Interpreters available. You may need to call the health care service to ask for this.

Types of Healthcare Coverage

Your health care may be paid for by:

Ontario Government

- **OHIP (Ontario Health Insurance Plan)** - for people permanently residing in Ontario and some temporary residents (work permit holders, clergy). Coverage usually begins three months after arrival in Canada.
- **OHIP+** - eligible prescription medications are free for children and youth 24 years of age or younger who do not have a private plan. You don't need to enroll – all you need is an OHIP card number and an eligible prescription.
- **IFHP (Interim Federal Health Plan)** - pays for services for refugees and resettled refugees for a short period of time after arrival in Canada – length and type of coverage depends on status in Canada.

Healthcare User

- **UHIP (University/College Health Insurance Plan)** - for all international non-residents and family members who are studying or working at a participating university or college or are in the 3 month waiting period for OHIP.
- **Private Insurance** - for people living in Canada who do not qualify for coverage or are in the 3 month waiting period for OHIP.

How to access healthcare services for people without or with limited insurance coverage:

- Urgent and emergency healthcare services will be provided to anyone who needs them.
- If you have no insurance or your insurance does not cover all of the care that you need, you will receive a bill for each service you require.
- Show your insurance document to service providers before you receive care. Not all services will accept every form of insurance.

Important things to know about healthcare in London and Middlesex County:

- Your personal and health information will almost always be kept confidential by all healthcare service providers. This information will only be shared if you give permission or if required by law.
- Each health care location offers different services at different hours.

Healthcare Services

It is important that patients in London and Middlesex receive the right care in the right place. There are two types of services for emergency or urgent care. Going to the Urgent Care Centre when you should be going to an Emergency Room may cause significant delays in receiving the care you need.

Urgent Care Centres

Go to the urgent care centre if:

- You have an urgent need for care.
- It is not an emergency.
- You cannot wait until your family doctor can see you.
- You are unlikely to require a hospital admission.

Examples of urgent care needs:

- Broken bones
- Cut that needs stitches
- Minor burns
- Earaches, fever, bladder or sinus infections



General Information



- You do not need an appointment.
- Free Language Interpretation available upon request.
- Urgent Care Centres do not provide continuing care for chronic conditions, assessment of long term care residents, or prescription refills (including narcotics).

St. Joseph's Hospital Urgent Care Centre

268 Grosvenor Street
London ON N6A 4V2

Hours: 8:00am - 6:00pm weekdays,
8:00am - 4:00pm weekends and holidays

Phone: 519-646-6100 ext. 67020

Website: www.sjhc.london.on.ca/urgentcare

South London Urgent Care Centre

595 Bradley Ave
London, ON N6E 3Z8

Hours: 9:00am – 6:00pm Monday, Tuesday, Wednesday,
Thursday
9:00am– 4:30pm Friday 9:00am –
3:00pm Saturday, Sunday

Phone: 519-681-8300

Hospital Emergency Rooms

Go to an emergency room if you have:

- Chest pain (heart attack)
- Stroke
- Shortness of breath
- Severe pain
- Serious injury
- Head injury
- High fever that medicine doesn't make better
- Bleeding that is severe or won't stop
- Severe confusion or unconsciousness
- Serious problem with pregnancy
- Serious mental health concern
- Thoughts of harming yourself or someone else



General Information



- Open 24 hours a day every day.
- You do not need an appointment. You will be seen by a doctor in order of need based on the seriousness of your illness or injury; and not the time you arrived or whether you came by car or ambulance.
- Free Language Interpretation available upon request.
- Ambulance rides are not covered by OHIP and may cost money. You will be sent a bill afterwards if you do not have coverage. Check with your private insurance provider, settlement counsellor or case worker to see if there is financial support to cover the ambulance cost.

If you have a life threatening illness or injury and need emergency help please call **911**. An ambulance can come and take you to the hospital.

London Emergency Room Locations:

London Health Sciences Centre

Victoria Hospital and Children's Hospital of Western Ontario

Adult and Children's Emergency Rooms

800 Commissioners Rd East
London, ON N6A 5W9

Phone: 519-685-8500 ext. 57141

Website: <https://www.lhsc.on.ca/patients-visitors/in-an-emergency>

University Hospital

Adult Emergency Room

339 Windermere Rd.
London, ON N6A 5A5

Phone: 519-685-8500 ext. 35198

Website: <https://www.lhsc.on.ca/patients-visitors/in-an-emergency>

Middlesex County Emergency Room Locations:

Strathroy Middlesex General Hospital

Adult and Children's Emergency Rooms

395 Carrie St

Strathroy, ON N7G 3J4

Phone: 519-245-5295

Four Counties Health Services

Adult and Children's Emergency Rooms

1824 Concession Dr

Newbury, ON N0L 1Z0

Phone: 519-693-4441



Phone Services

Health Connect Ontario



The toll-free number: 1-866-797-0000

Talk to a registered nurse 24 hours a day, 7 days a week.

- This service is free and confidential.
- Free language interpretation provided upon request. To ask for this, wait until the automated message finishes and a person answers, then ask for your language.

Website: <https://www.ontario.ca/page/get-medical-advice-telehealth-ontario>

The Ontario Poison Centre



The toll-free number: 1-800-268-9017

Call toll free number/ 24 hours a day / Online Interpreter

The Ontario Poison Centre is always available to assist if you think that you or someone you love has been exposed to a dangerous substance. They provide expert poison advice about common poison exposures such as:

- medicine
- plants
- industrial chemicals
- street drugs
- alcohol

Website: www.ontariopoisoncentre.ca

Family Doctor

General Information

- A family doctor will offer you and your family ongoing care such as family health advice, vaccinations, examinations and prescriptions.
- Referrals to medical specialists must be made through a family doctor.
- Family Doctor's offices do not provide interpretation service during appointments. Try to find a doctor who speaks your language.
- Ask your friends and neighbours if their doctor is taking new patients or speak with a Settlement Worker in a school, library or settlement agency.

To Find a Family Doctor Contact:

Health Care Connect  

The toll-free number: 1-800-445-1822

Website: www.ontario.ca/healthcareconnect

London and District Academy of Medicine  

Phone: 519-673-0950

Website: <https://www.ldam.ca/find-a-doctor>



London Intercommunity Health Centre



General Information

- Offers health and social services to everyone in our community including newcomer support programs for youth, adults and seniors. Contact the Systems Navigator for an intake appointment.
- If at that time you do not qualify for a doctor, they will assist you to find a physician in the community.
- 3 locations: 659 Dundas St, London Unit 7
1355 Huron St, London
1700 Dundas Street, London, Unit 1
- Eligibility based on where you live
- Clinic times vary each day
- Free language interpretation available

Phone: 519-660-0874 or 519-659-6399 or 519-660-5853

Website: www.lihc.on.ca

Health Zone Nurse Practitioner-Led Clinics (NPLCs)

General Information

- Primary health care clinics that provide health promotion, disease prevention, primary mental health care and chronic disease management, as well as improve coordination and navigation of the healthcare system.
- Nurse Practitioner-Led clinics are an option when you are unable to find a family doctor.

Clinic Hours

- Monday-Friday
- 9:00 am-4:00 pm
- Closed for lunch 12 pm-1:00 pm
- Closed for Statutory Holidays

Merrymount Children's Centre Site

1064 Colborne Street, N6A 4B3

Phone: 226-777-1988

Southdale Site

1057 Southdale Rd East, N6E 1B3

Phone: 226-777-1988

Allan Rush Gardens Site

6 Barberry Court, N5Z 3C4

Phone: 226-777-1988

Walk-in Medical Clinics

General Information

- You can go to a walk-in clinic if you do not have a family doctor or if you cannot make an appointment to see him or her.
- There are many walk-in clinics in London and Middlesex County; begin by checking the ones close to your home by visiting:
<http://www.southwesthealthline.ca/listServices.aspx?id=10072>
- Walk-in clinics do not provide interpretation service during appointments.
- If you are a university or college student you can access health services on campus.



Mental Health Services

London and Middlesex County offer many different types of services and supports for mental health and addiction problems.



Phone: 519-433-2023 or

Toll-free number: 1-866-933-2023

ReachOut is a confidential 24 hours a day, 7 days a week information, support and crisis telephone service for people living with mental health or addictions concerns in Elgin, Oxford, Middlesex and London. When you call this number you will be referred to support services in the community.

Interpretation services available for phone services.

Web chat also available at <http://reachout247.ca/> [English Only]

Text also available at 519-433-2023 [English Only]



Phone (toll free): 1-866-531-2600

Web Chat at [English Only] <https://www.connexontario.ca/Chat>

Text: Text "CONNEX" to 247247 [English Only]

Telephone service that provides confidential information about addiction, mental health and problem gambling resources and how to access them. Available 24 hours a day, 7 days a week. Interpretation available upon request.

Mental Health and Addictions Crisis Centre



Free walk-in centre provides immediate crisis assessment, intervention, stabilization and links to community resources to individuals 16 and older. Please note that the crisis centre is not a medical service. There is not a psychiatrist on site. Walk in 24 hours a day, 7 days a week.

534 Queens Ave., London, ON

Phone: 519-434-9191

The Support Line



Phone: 519-601-8055

Toll-free number: 1-844-360-8055

Provides confidential listening and support to individuals 16+ any time of day or night. For those who are anxious, depressed, lonely, overwhelmed or just need to talk something through with someone, you will find a supportive and caring person at our end of the line.



Mental Health Walk-in Clinic



A weekly walk-in clinic for individuals, couples, and families in the community coping with mental health, emotional, or relational concerns that could benefit from quick access to counselling.

Tuesdays from 1:00 PM to 6:00 PM
125 Woodward Avenue, London Ontario.

Phone: 519-433-0183

For interpretation: call extension # 8301 (a few days in advance)

Website:

www.familyservicethamesvalley.com/service/mental-health-walk-in-clinic

Good2Talk



Phone: 1-866-925-5454

Website: <https://good2talk.ca/about/>

Provides professional counselling and information and referrals for mental health, addictions and well-being for post-secondary students between the ages of 17-25

- Free, confidential and anonymous helpline
- Open 24 hours a day, 7 days a week

Kids Help Phone (English/French)

Phone (toll free): 1-800-668-6868

Website: www.kidshelphone.ca

Provides professional counselling and information and referrals for mental health, addictions and well-being for children and youth between the ages of 5 and 20

- Phone and online via web post or live chat
- Open 24 hours a day, 7 days a week
- Free, anonymous and confidential

Crisis Intake Team (CIT)

Phone: 519-433-0334

Telephone crisis intervention available 24/7 in London and Middlesex for children and youth up to 18 years old who have behavioural, social or emotional difficulties and for their families and guardians.

Talk-In Clinics

Free drop-in counselling sessions for children and youth up to 18 years old, and their families. Clinics are offered at various locations in London and rural Middlesex.

For clinic hours and locations, **please call:** 519-433-0334

Website: www.vanier.com

Email: askvanier@vanier.com

Other Useful Health and Wellbeing Resources

Middlesex - London Health Unit (MLHU)

General Information

- MLHU is a public health unit that helps protect the health of the people who live in London and Middlesex County through clinics, classes and services.
- Open weekdays from 8:30AM to 4:30PM. Each service and clinic has different hours and different days.
- This is not a walk in clinic and physicians are not on site except during certain clinics.
- Health insurance is not necessary to receive most services.
- Interpretation services are available upon request and must be booked in advance.
- There may be a small charge for some services which can be waived due to financial hardship.

To find out more about what is offered:

355 Wellington Street, Suite 110, London

Phone: 519-663-5317

Website: www.healthunit.com

Pharmacies

Pharmacists can be a helpful part of your healthcare team. It is recommended that you and your family use one pharmacy for your prescriptions. **Your pharmacist will:**

- Keep track of your allergy and medication history.
- Help you understand how and when to take your prescriptions.



For more information about health services and locations in London, Middlesex County and surrounding area use the following websites and telephone services:

Ontario 211



- Free community and social services helpline.
- Connects you to community and social services in your area (housing, health, finances, legal issues, abuse, or emergencies).
- Phone service available 24 hours a day, 365 days a year, in over 150 languages. Wait until the automated message finishes and a person answers, to ask for free interpretation in your language.

Telephone: 211

website: www.211ontario.ca (French and English)

Southwest Healthline



Website: www.southwesthealthline.ca/

Settlement.Org



Multilingual information for newcomers

Website: <https://settlement.org/translated-information/>

Information London



Under Find Services choose Basic Needs Services to find health care resources

Website: www.informationlondon.ca



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